

City of Statesboro
 Location: 50 East Main Street
 Mailing Address: PO Box 348
 Statesboro Ga 30459
 Phone (912) 764-5468
 Fax (912) 764-4691
 Website: **www.statesboroga.gov**



The City of Statesboro welcomes you as a new utilities customer. We are continually striving to improve our services and would appreciate any suggestions you may have to help us serve you better. Below you will find the policies and procedures of our utility service. Hours of operation are from 8:30 am to 5:00pm Monday through Friday.

****IT WILL TAKE 4 TO 6 WEEKS TO RECEIVE YOUR FIRST BILL.****

****ALL ACTIVE ACCOUNTS ARE BILLED THE MINIMUM MONTHLY CHARGES, EVEN WHEN THERE IS NO CONSUMPTION.****

DEPOSITS: Water \$85.00 Gas \$85.00 Sanitation \$35.00 <i>**Deposits for Commercial/Business Accounts may vary**</i>		Due Dates remain the same each month. Bills are organized by the first 4 digits of your account number. Please refer to the information below to assist you in finding your due date.					
		Due on 24th	Due on 4th	Due on 14th			
		0001 0088	0006	0010	0014	0018	0031
		0002 0089	0007	0011	0015	0019	
		0003 0090	0008	0012	0016	0022	
		0004 0091	0009	0013	0017	0030	
		0005					

There shall be a deposit equal to *two months bills* for any new collection customers or new solid waste disposal customers who open a monthly account with the city. If the amount is unknown when service begins, the first three months usage shall be averaged to determine the amount of deposit required, and the deposit shall be added to the bill once it is determined.

If you are a commercial or industrial customer/company that hauls solid waste directly to the Transfer Station on Lakeview Road, your deposit would equal to two month's bills.

All deposits can be waived if a Letter of Credit is presented from another utility company (I.e. GA Power, EMT) verifying you have paid the last current 12 months of services in a timely manner. The letter of credit must be on company letterhead. The account name must match name of the account service being applied for.

REFUND OF DEPOSITS: Water, Gas, and Sanitation deposits are retained on each account until the service is requested to be discontinued. At that time, the deposit will serve as payment of the final bill and a notice of any remaining balance will be sent to the forwarding address provided by the account holder.

RETURN CHECK/DRAFT FEE: For all return checks/drafts, a **\$35.00 charge** will be applied. A courtesy hang notice will be presented at the service location. If the return check/draft is not balanced in the given time, a **\$50.00 additional fee** will be applied.

PENALTIES: **10% Penalty Charge** will be added to accounts paid after the assigned due date.

CUT-OFF DATE: All payments must be received **no later than 5:00pm** on your assigned cut off date, to prevent interruption in services.

COLLECTION FEE: If your payment is not received before the cutoff date as it appears on your bill, you will be required to pay a collection fee of **\$50.00** and deposits **must be upgraded** to the current deposit amount. Services **WILL NOT** be restored until these fees are paid.

*****PLEASE INFORM CITY OF STATESBORO UTILITIES DEPARTMENT OF ANY CHANGES OF MAILING ADDRESS OR RESIDENCY*****